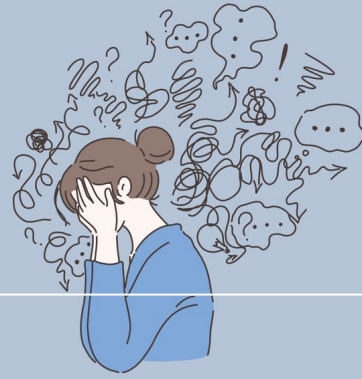# From Chaos to Order

▶

How BPA **(Business Process Automation)** Reduced Delivery Time of Specialty Drugs

INTRODUCTION

Specialty drugs play a crucial role in treating complex and rare medical conditions.

However, the timely delivery of these drugs is often a challenge, causing stress for patients and healthcare providers.

This case study explores

how the implementation of Business Process Automation (BPA) transformed the healthcare experience by significantly reducing the delivery time of specialty drugs.

"Globally, pharma companies fail to give HCPs excellent experiences. While a CXQ® score of 59 for all countries in a study gives the global pharma industry a good rating, it merely represents the minimum standard and indicates that achieving excellence remains a challenging goal for the industry.", says a report by DT consulting.

The Background

Manual Work Hindered Care

01

Our client, a renowned pharmacists in USA, specializes in providing specialty drugs for patients with chronic and complex medical conditions.

02

Specialty drug orders involved complex coordination between physicians, pharmacies, insurance companies, and suppliers.

03

Manual processes led to challenges in order processing, inventory management, and delivery coordination, causing delays for patients and operational inefficiencies.

Mantra analyzed the existing specialty drug delivery process, identifying bottlenecks and areas for improvement.

For Healthcare Customers

Overall **20** to **30** days time to deliver speciality drugs to patients.

- Delay in treatment

- 10-14 days process to complete the form

- Customer has to visit the clinic for any correction or modification or fill separate forms or log in or different portals.

- Approval and confirmation of the drug availability took 5-7 days

- 7-14 days delivery time of the drugs post confirmation

For Clinic Administrations

Hampered overall productivity.

- Lengthy manual paperwork.

- Lack of transparency in the process.

- Inefficient inventory management leading to stockouts and delays.

- Delay in delivery of speciality drugs.

- Long waiting time for the approval.

- Complex delivery logistics with multiple stakeholders involved.

Our client was scouting for a tech partner who could help them address the existing challenges. Considering Mantra's expertise and background, they chose us as the solution provider.

Streamlining Prescriptions

Mantra Labs simplified healthcare processes by implementing the following solutions ▼

Obtaining e-Consent from healthcare providers and patients through OTP verification under HIPAA Compliance

Enabling Patient & Prescriber to share missing details using the portal and sign the form digitally

Initiating any prescription form within 2-3 hr, Edit Existing Form by Converting pre-printed hard copy form to an editable pdf form

Share daily reminder & weekly report with Prescriber for Completed and Pending Prescriptions, total cost of forms received, no. of approved and non-approved forms, and more for Pharmacy Management

Assisting Patient by initiating insurance process prior authorization and verification

Auto-populate pre-fill data for Patient & Prescriber using 3rd Party tool to reduce the completion time.

Benefits

Medication Management Form Goes Digital

Real-time Validation with secure & fast sharing

⬇

Medication form sent via fax, mms, email, to Patients & Prescriber for faster validation

QC Process

⬇

Digital quality checking before it is sent to Hub/Distributor

Assistance in Insurance & Verification process

⬇

Provide the information of copay in advance to help patients plan their expenses
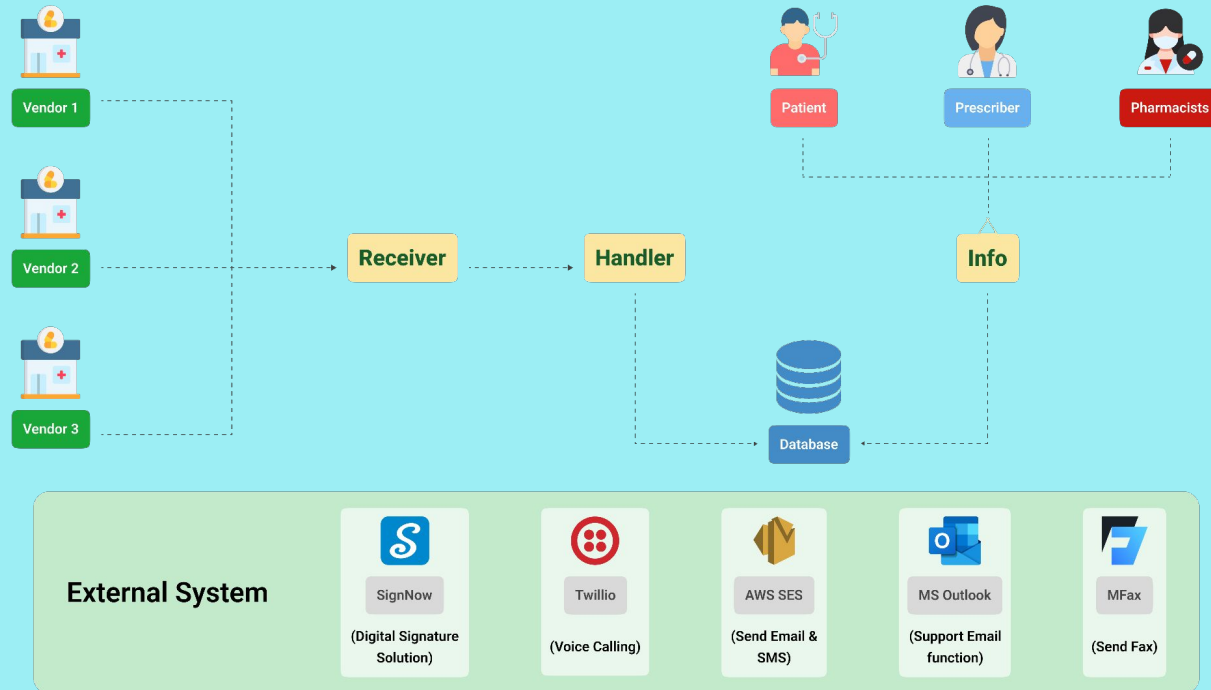
Inventory Planning

⬇

Notifying hub/distributor on initial days of verification of the form, to help them with inventory planning in advance

Solution Architecture

The solution architecture of the platform involves the use of latest technologies like BeeGo Framework to provide a seamless and informative experience to customers.

Infrastructure Architecture

The infrastructure architecture provides a robust and scalable platform that can handle large amounts of data and provide customers with real-time information and insights.

This involves use of cloud computing services from AWS to provide scalability and reliability to the platform.

Various data storage and retrieval solutions like databases, compatible with Big data and predictive analysis and caching solutions were being used for fast and efficient access to customer data.

Tech Stack

BACKEND

Golang Beego Framework

FRONTEND

REACT JS

Infrastructure

AWS

DATABASE

PostgreSQL

Services

SignNow

Twilio

AWS ECS

MS Outlook

MFax

Success Metrics

Improved Patient Satisfaction

Reduced Delivery Time

Increase in Operational Efficiency

Cost Savings

Thank You !

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